

WorkFirst High Performance Bonus

Innovative Project

2002 Nomination Form

Name of project (use separate form for each nomination): **Case Staffing with Housing Authority**

Local Planning Area: **Clark/Skamania**
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Project period (only projects operating between July 1, 2001 and June 30, 2002 will be considered): **09/01/01 -06/30/02**

An interagency committee with state and local participation will review your nomination. Please keep your submission to 3 pages of narrative -- the nomination packet must not exceed 3 pages of narrative plus the signature page. Let us know if additional materials, such as marketing tools, newspaper clippings, evaluations, etc. are available upon request. We may request this information before making a final decision on the bonus.

1.	<p>Describe your project. (This section will be scored as 25% of the total points awarded.) You may want to include:</p> <ul style="list-style-type: none"> How does this project relate to the WorkFirst performance measures? How many persons were served during SFY2002? Please list TANF and low-income persons separately. If known, what was the cost per person served including operating and administrative costs? <p>What TANF purpose does this project address? The four purposes of TANF are on the WorkFirst website under Local Area Planning/ High Performance Bonus Awards/Expenditure Criteria at Two years ago the</p> <p>Vancouver Housing Authority (VHA) was invited by the Local Planning Area (LPA) to participate in their group. As a demonstration site for the Moving To Work program of the Department of Housing and Urban Development, the VHA had committed to move families receiving public housing subsidy to economic self-sufficiency. It also established a five year limit on the receipt of federal housing subsidy by the VHA client. As such the VHA was considered a key partner by the members of the LPA.</p> <p>The project we initiated as a result of VHA's participation in the LPA was the staffing of "Day One" families DSHS and VHA had in common; those involved in WorkFirst as well as Moving to Work.</p> <p>The staffings included discussion of the family's status related to following performance measures: child support, job retention, wage progression, employment to exit, customized job skills training placements and CJ placements. During the SFY2002, approximately 100 TANF and low-income families were served.</p> <p>This project addresses the need to end the dependence of needy parents on government benefits by promoting job preparation, work, and marriage.</p>
2.	<p>What makes this project innovative? (This section will be scored as 50% of the total points awarded.) You may want to include:</p> <ul style="list-style-type: none"> What need was addressed and for what population? How was the project designed? What impact was desired? Was there a client focus? Employer focus? What has been learned? Did this project simplify the program or its operations? <p>How did you measure the success of this project?</p> <p>This project addressed the need for coordination of case planning and goal setting for Day One participants of WorkFirst. It brought together the DSHS case managers, VHA Moving to Work case managers and other representative of agencies serving that family, including Support Enforcement, Employment Security and Clark College. While case staffing may not be an innovation, the inclusion of the VHA in the program was innovative. VHA Case Managers were working with many of the same customers and their inclusion in the</p>

	<p>staffing made for more efficient management of the case plans.</p> <p>The project was designed by the Manager of the CSO and the Director of Housing Management at VHA with valuable input from case managers of both agencies. The LPA partners approved of the design.</p> <p>The program was designed to share the knowledge of each of the agencies and the community resources available to the family. It provided an opportunity for staff to meet and work together and enhance a collaborative relationship and send an important message to customers of the commitment by all the agencies to move them to self-sufficiency.</p> <p>The focus of the program was the customer. They became the center of attention for their time together with their various case managers. They were able to discuss their involvement with partner agencies, any challenges they were experiencing with those agencies and barriers they were experiencing to success. At the same time any discrepancies in information they may have shared with the various agencies was exposed and they were held accountable for the differing information.</p> <p>This project simplified the sharing of information by allowing for a format where all agencies involved with the customer were together for a discussion and review with that customer.</p> <p>The success of the project was measured by the increased sharing of information by agency staff, increased awareness of resources available to customers, and the number of customer contacts in the review period. We also measured the number of MTW plans adjusted or revised as a result of the staffings.</p> <p>This project taught each of the agencies involved the need for coordinating client information, on-going communication. It also identified “holes” in the MTW contract and the need to revise it. We also discovered the need to tighten up on the accountability of customers to provide case managers with information necessary to support their movement off of public assistance and out of subsidized housing.</p>
3.	<p>Partnerships. (This section will be scored as 25% of the total points awarded.) You may want to include:</p> <ul style="list-style-type: none"> • What partners were involved in the design of this project? • What partners supported this program in ways that contributed to its success? • Did you bring in new partners for this project? • Did you add new resources—funds, person power, other-in-kind contributions? <p>Did this project strengthen existing partnerships?</p> <p>This project involved each of the two CSO offices, VHA and Employment Security in the design. DSHS and VHA cooperated in the coordination of customer notification, follow-up with customers and scheduling, DSHS staff accepted responsibility to review case files and invite any agency involved with the customer with the goal of a comprehensive case staffing.</p> <p>The existing partnerships were strengthened through the involvement of the various case managers who prior to the staffing were not aware the extent of the others’ involvement with the customer. This created an on-going relationship allowing for continued communication and sharing of information.</p> <p>New resources were not added, the program merely made the best use of the existing partnerships.</p>

Are additional materials available upon request? ☐ Yes ☒ No

Please email this form and mail or FAX an additional page with the signatures of the mandatory partners in your Local Planning Area. All partners must agree to nominate this project.

Nominations are due by 5:00 p.m., Tuesday, October 15, 2002 to:

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